

<b>Post:</b>	<b>Trainee Support Worker</b>
<b>Delegated Authority</b>	<b>Level 8</b>
<b>Team:</b>	<b>Jason Lee House / Green Lane</b>
<b>Responsible to:</b>	<b>Service Manager/ Team Manager</b>
<b>Responsible for:</b>	<b>Not applicable</b>

### **Job Purpose**

Working within SHP's policy and procedural framework and local procedures to provide an effective, high quality, person-centred and responsive service which appropriately and creatively addresses the presenting needs of clients, and effectively supports them in working towards achieving their long term goals and aspirations. To undertake a range of activities with clients which assist in the implementation of current support plan objectives and focus on developing clients' confidence to undertake the skills they need to live independently. To also hold responsibility for a specific focus, which may include Move On, Local Opportunities Programme, Ongoing support to successfully resettled clients or Health and Safety with the aim of improving the outcomes for service users both within the schemes and by enhancing their ability to make use of external community resources.

### **Key Accountabilities**

#### **1.0 Supporting Case Work Activities**

- 1.1 Activities and duties that will form part of the Support Assistant's role include (but are not limited to):
- 1.2 Accompanying clients to scheduled appointments
- 1.3 Reminding clients of significant events, e.g. rent/service charge payments, attending statutory appointments in order to comply with treatment or criminal justice requirements.
- 1.4 Motivating and coaching clients to attend appointments/engage in activities
- 1.5 One to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.
- 1.6 Supporting clients in the processes of moving to permanent or new accommodation, ensuring that all practical issues in relation to their accommodation are addressed.
- 1.7 Completing forms and applications with clients.
- 1.8 Supporting the client to research the variety of resources available to them specific to their individual needs and interests.
- 1.9 Ensuring that information necessary for the client to be successfully referred into other services is available and forwarded.
- 1.10 Facilitating the use of IT equipment by the client, ensuring they receive appropriate support to use word processing and internet applications.
- 1.11 Through coaching and 1:1 support building the clients confidence to carry out tasks for themselves, focusing on the skills that support the individual's ability to live independently.

- 1.12 Identifying information to fully inform the assessment and support planning process.
- 1.13 Assisting case holding support workers with client drop-ins and group activities, focussing on clients who need greater 1:1 support in group settings.
- 1.14 Completing correspondence on behalf of the client and/or the case holding Support Worker.
- 1.15 Undertaking tasks in the absence of the case holding Support Worker
- 1.16 Assisting with the preparation of void rooms.
- 1.17 Developing and delivering group activities and life skills activities.

## **2.0 Needs Assessment**

- 2.1 To assist the case holding Support/Project Worker to assess each client's practical support needs and develop their support plan.

## **3.0 Risk Assessment**

- 3.1 To be aware of and work in accordance with each client's risk assessment and management plan. Where appropriate, to assist the case holding Support/Project Worker in assessing risk and contribute to risk management plans.

## **4.0 Information Management**

- 4.1 Record accurately, up to date and useful information including recording all contacts with clients appropriately to promote effective service delivery and evaluation and ensure all recording systems are up to date.

## **5.0 Partnership Working**

- 5.1 To establish and maintain good links with local statutory and voluntary agencies and other community resources, individual grant giving charities or specialist agencies to support clients.

## **6.0 Social Inclusion**

- 6.1 To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community.
- 6.2 To take personal responsibility for feeding back to colleagues/managers any information or comments which would contribute to ensuring the service is relevant and responsive.

## **7.0 Health and Safety**

- 7.1 To be aware of and adhere to policies and procedures for safe working practices for staff and clients.
- 7.2 To be aware of and adhere to project policies and procedures to ensure the safety of residents, colleagues, contractors and other visitors at all times.

## **8.0 Teamwork/Personal Development**

- 8.1 To take active responsibility for own and SHP's aims and objectives and participate fully in team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.
- 8.2 To take personal responsibility for own ongoing development and learning.

## **9.0 Day to day Shift Delivery**

- 9.1 To provide effective day to day shift cover that supports the aims of the service(s) and encourages the full participation of residents and to support the work of the project(s) by providing a responsive service, ensuring daily immediate needs are met.

#### **10.0 Housing Management**

- 10.1 To ensure that all voids are prepared and re-let in a timely fashion. To maximise income receivable from rents and charges

#### **Technical and Professional Know-How required for Effective Performance**

- An understanding of the principles of planned support and working with vulnerable people.
- An ability to effectively liaise with a range of service providers or agencies in order to establish or improve quality of life for clients.
- An understanding of the principles underlying a quality and customer focussed service with the ability to empower clients.
- The ability to be self motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.
- An understanding of the issues faced by people who are rough sleeping, and any support needs they may need help with
- The ability to coach someone to undertake a range of practical tasks relating to developing independent living skills.
- Willingness to work a 24/7 rota on a shift basis including weekends and waking nights as appropriate

## Competencies Required For Effective Performance:

Competency	Example	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>	I
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines.</li> <li>▪ Do what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>	I
<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p><b>Organises own work</b></p> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>	I
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	I
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language..</li> <li>▪ Writes clearly and concisely.</li> </ul>	I

	<ul style="list-style-type: none"> <li>▪ Uses appropriate methods of communication.</li> </ul>	
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does not work.</li> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning</li> </ul>	I
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy</li> <li>▪ Explores with customers their specific needs</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	I
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	I